



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Charter Fiberlink-Illinois, LLC**  
**for quarter ending September 30, 2005**

| Performance Data                                                       | July    | August   | September | Quarterly Average |
|------------------------------------------------------------------------|---------|----------|-----------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]       | 0.00    | 0.00     | 0.00      | 0.00              |
| B. Operator Answer Time - Information [730.510(a)(1)]                  | 0.00    | 0.00     | 0.00      | 0.00              |
| C. Repair Office Answer Time [730.510(b)(1)]                           | 11.00   | 6.00     | 7.00      | 8.00              |
| D. Business or Customer Service Answer Time [730.510(b)(1)]            | 13.90   | 28.80    | 32.20     | 24.97             |
| E. Percent of Service Installations [730.540(a)]                       | 100.00% | 75.00% * | 98.50%    | 86.36% *          |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 0.00% * | 95.83%   | 74.70% *  | 79.44% *          |
| G. Trouble Reports per 100 Access Lines [ 730.545(a)]                  | 0.00    | 7.46 *   | 9.04 *    | 5.50              |
| H. Percent Repeat Trouble Reports [730.545(c)]                         | 0.00%   | 30.30% * | 34.39% *  | 32.80% *          |
| I. Percent of Installation Trouble Reports [730.545(f)]                | 0.00%   | 14.48%   | 42.16% *  | 29.36% *          |
| J. Missed Repair Appointments [730.545(h)]                             | 0       | 1        | 6         | 2                 |
| K. Missed Installation Appointments [730.540(d)]                       | 1       | 46       | 27        | 25                |

**Comments**

Original filing of this report on 10/27/05 at 3:28pm was not accepted as our status was not changed to active.  
We use a third party vendor for our operator.



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